

## Surveys of Full Replacement Value Moves

If you have moved into the National Capital Region area recently and submitted a claim with a Transportation Service Provider under the Full Replacement Value Program, this information is for you if you are requested to complete a survey.

The Deputy Judge Advocate General of the Army and the Commander, U.S. Army Claims Service, have authorized a survey of how claims for loss or damage incurred during household goods moves are being handled under the Full Replacement Value Program. The survey will begin the week of Monday, 27 September 2010.

The Full Replacement Value Program is an initiative directed by Congress to give soldiers and civilians the full replacement value for items lost or destroyed during government-sponsored moves or storage.

The focus of this survey will be on how well soldiers and civilian employees are treated during the claims process, not on the way the Transportation Service Provider handled the move. Put simply, the focus of this survey is on claims, not on the way the TSP handled the move. The survey will remain open until 5 November 2010, approximately 6 weeks.

Survey participant answers are confidential and are processed by LMI, an independent third party. Only a summary of results will be provided to the U.S Army Claims Service Office and the Army leadership. The survey should take no longer than 15 minutes to complete.

A random sample of our soldiers and civilians were selected to participate and survey invitations will be distributed by email to AKO accounts.

You may or may not receive a survey invitation; however, should you receive an invitation we ask you to participate.

Participation is important if we are to improve the PCS moves of our soldiers and civilians.

US Army Claims Service